



METROWEST MEDIATION



WHAT IS MEDIATION?

- A neutral mediator helps people resolve conflict by facilitating conversation to help both sides meet their goals.
- Parties craft their own agreement with the mediator's help.
- Mediations are voluntary and confidential.
- The principles of mediation can be applied broadly to conflict situations in virtually any setting.

KEY PARTNERS

- MA Office of Public Collaboration
- Office of the Attorney General
- Massachusetts Trial Courts

ABOUT US

MetroWest Mediation, based in Natick, was founded in 1979 and is a non-profit conflict resolution and training center.

We facilitate peaceful resolution of disputes within all communities we serve, and through the courts, by supporting people to work together to resolve conflict.

Every year, our mediators help resolve conflict in around 1,000 cases, providing community members with a constructive way to settle their disputes.

CONFLICT RESOLUTION TRAININGS WILL:

BUILD

Build individuals' capacities for active listening, empathy, asking open-ended questions, and neutrality.

ENCOURAGE

Encourage individuals to see themselves as collaborative agents of change in their communities.

EMPOWER

Empower individuals to feel more confident engaging in difficult conversations.

TRAININGS

Our trainings help schools develop better methods and structures for managing future conflicts.

YOUTH

Peer Mediation:

This 20-hour training prepares students to be effective resolvers of conflict among their classmates. Our training empowers students to resolve their own disputes, thus relieving some of the burden on teachers and school administrators on disciplinary matters.

Students strengthen their skills to engage in difficult conversations, to listen respectfully, and to consider multiple perspectives. They build holistic leadership skills.

Following the training, we will work with your school to fully implement a peer mediation program.

Effective Conflict Resolvers Course:

This 8 session course delves into the principles of conflict resolution and equips students with the skills to be peacemakers.

TEACHER/STAFF

Fundamentals of Conflict Resolution:

This workshop focuses on equipping teachers and staff with the skills to successfully resolve specific issues that arise in a school setting.

Mediation Training:

Our flagship 30-hour training prepares participants for mediating a broad array of conflict scenarios.

MEDIATION

Our trained mediators can reduce the burden on administration by resolving conflict among staff.

Mediation presents an opportunity for staff to resolve conflicts while preventing escalation, administrative discipline, potential violence, and police or court involvement.

A trained mediator can be designated to your school on a periodic or "as-needed" basis.

OUR MEDIATORS

Our mediators have extensive experience in including mediating staff cases in schools, organizations and in the courts.

WHAT STUDENTS SAY:

"Great at building confidence when encountering a difficult situation."

"I learned to open a new part of my brain, one that I hadn't used at all. It helps me be more professional [with] how to talk to different types of people."

WHAT ADMINISTRATORS SAY:

"The peer mediation program has been an invaluable tool for helping our middle school students resolve conflicts and learn conflict resolution skills.

The program has allowed for school counselors and administrators to receive support in resolving student disputes so that they can focus on the many other areas of their roles. The mediation program, with the partnership of Metrowest Mediation, is a thriving and important program to our school."

-Dean of Students

CONTACT US

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www.metrowestmediation.org

Comprehensive conflict resolution packages including student training, staff training and professional mediation services are available.